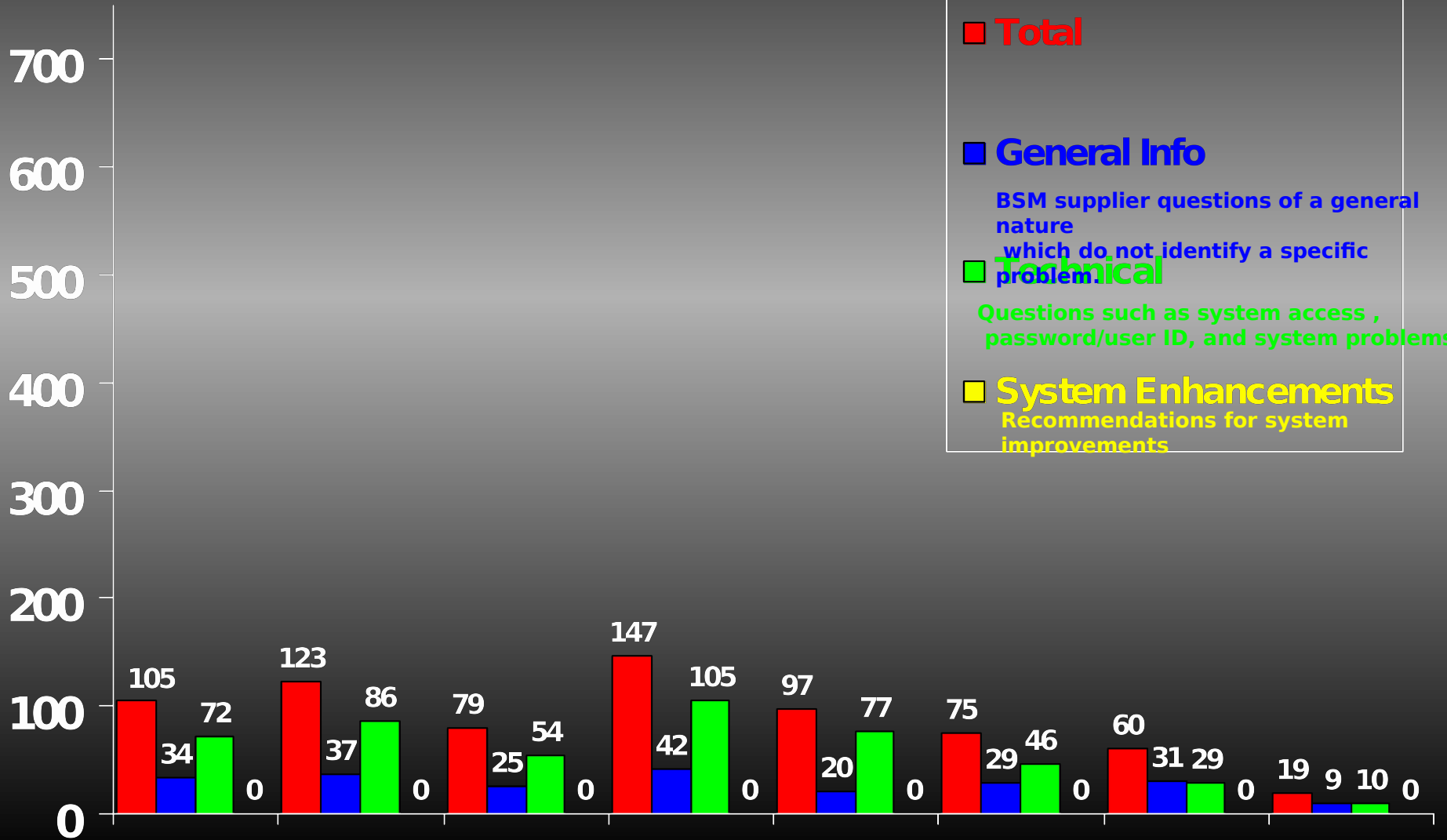




# SRweb RELATED CONTACTS

As of 5 Feb 04



**Total**

**General Info**

BSM supplier questions of a general nature

which do not identify a specific problem

**Technical**

Questions such as system access, password/user ID, and system problems

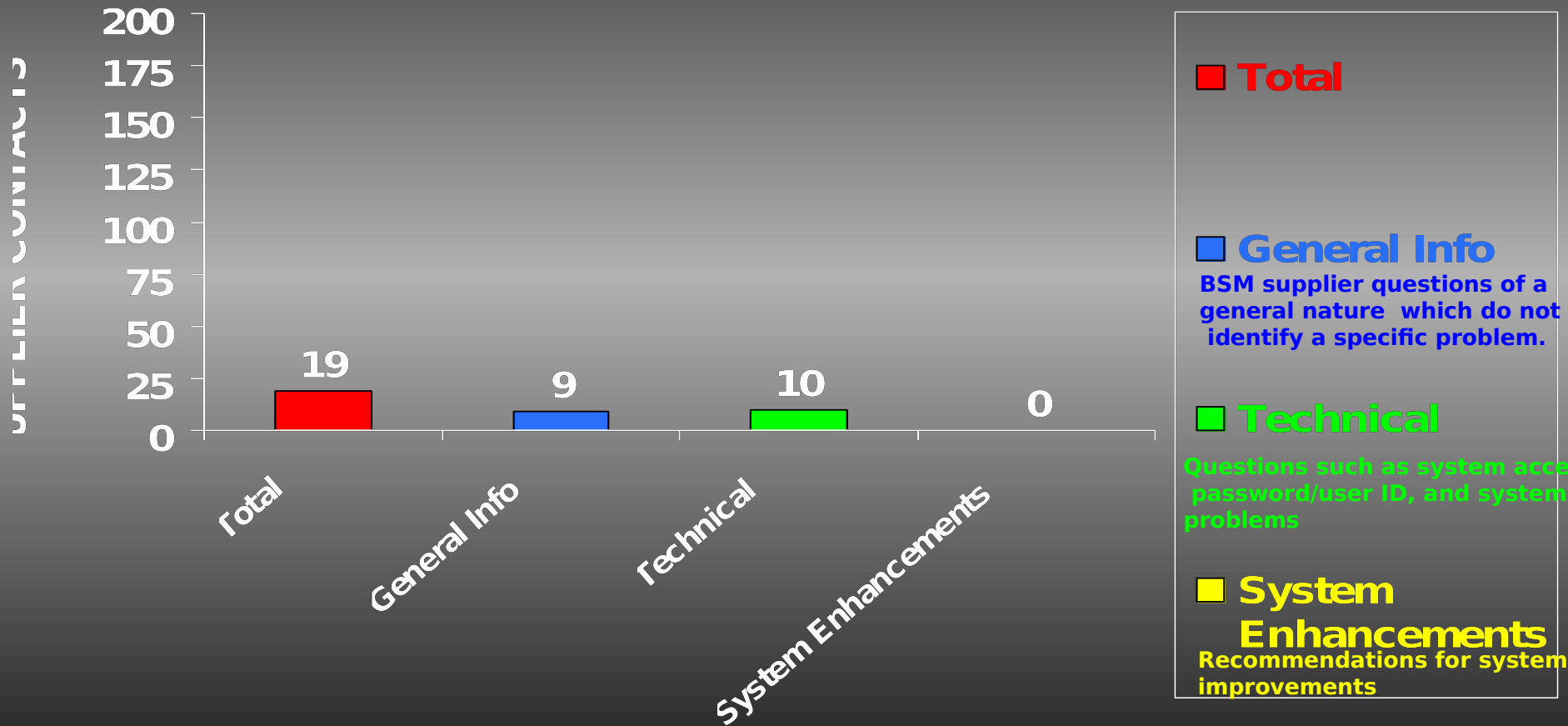
**System Enhancements**

Recommendations for system improvements



# SRweb RELATED CONTACTS

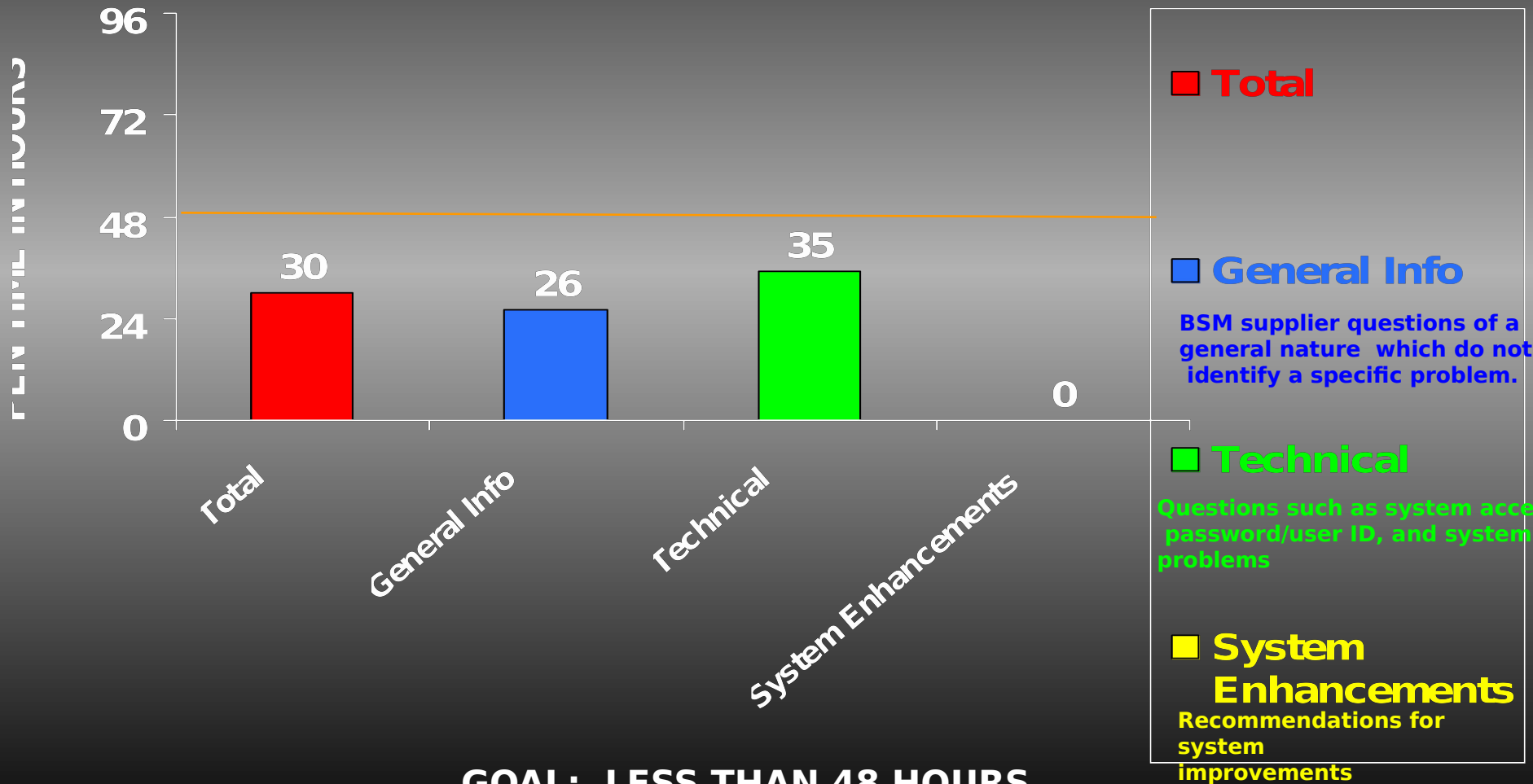
WEEK OF 30 Jan - 5 Feb 04





# SRweb ISSUES

Average Resolution Time  
30 Jan - 5 Feb 04

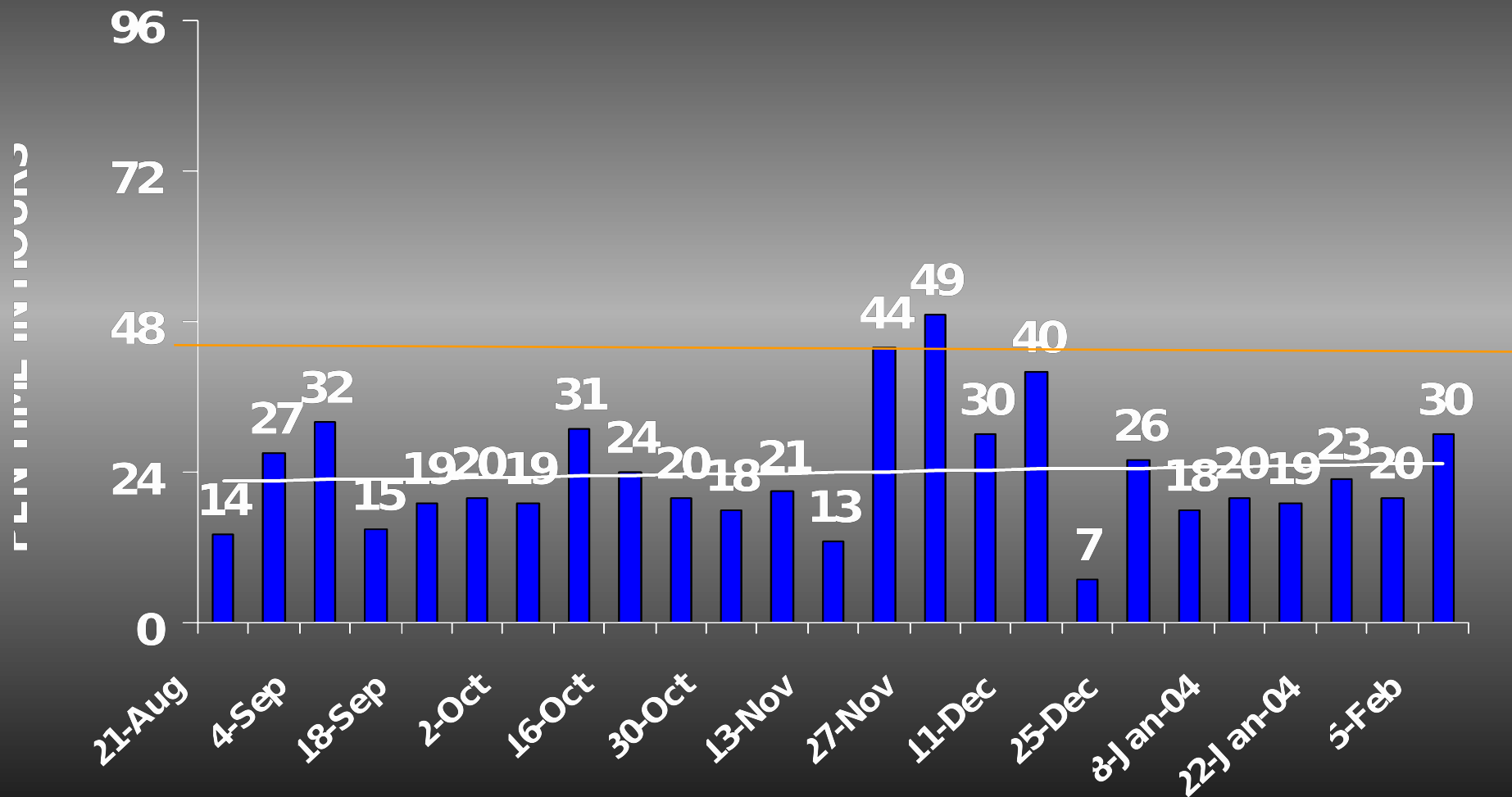


**GOAL: LESS THAN 48 HOURS**



# SRweb ISSUES

## Average Resolution Time (Trend)



**GOAL: LESS THAN 48 HOURS**



# AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR  
SUSPENSE

AS OF 30 Jan - 5 Feb 04

